



UNIVERSITY SETTLEMENT

ANNUAL REPORT 2014



2014 has challenged us on many fronts to improve what we do and how we do it.

A MESSAGE FROM OUR EXECUTIVE DIRECTOR & BOARD CHAIR



Patricia Jacobs
Executive Director

Change has been a constant at University Settlement, and it seems to be happening at every level of the organization, from our core day-to-day work, to our relationships with funders, to how we're engaging with our clients, supporting and interacting with staff and volunteers. We're growing our fundraising capacity and broadening our partnerships with private sector partners, strengthening our programs and working hard to meet the needs of our community. Our projects resulted in several new partnerships and resources, many of which are highlighted throughout this report.

Every day we improve, grow as an organization and move our agenda forward and we are constantly looking for opportunities to do so. University Settlement was hard at work in 2014 to meet its objectives under the 2011-2015



Raymond White
Interim Executive Director

Strategic Plan. We also began a new strategic planning process in preparation of 2015. The new process kicked off in October 2014 with involvement from many of our stakeholders including clients, funders, partners, staff and volunteers. Our reach continues to expand and we now have a new location in North York which is home to our Settlement Department. With a more accessible location and larger space we are able to serve more community members, helping to orient them to life in Canada.

While some things changed, others remained the same. As with previous years, in 2014 we hosted the annual Lunar New Year celebration, Norouz celebration, Community Halloween Party, We Care holiday event and Grange Festival, to name a few. Of course, none of our work would be possible without the support



James Roy
Chair, Board of Directors

of our funders and partners. Most importantly, however, we thank our volunteers for their continued support and dedication. Volunteerism is a pillar of our organization. The work of our volunteers includes Board involvement, advisory committees and contributions from youth and seniors in our community.

2014 has challenged us on many fronts to improve what we do and how we do it. The support shown by our staff, Board and volunteers has allowed us the opportunity to meet those challenges. We personally want to thank our colleagues, an exceptional group of people who are dedicated, caring and committed to what we do and those we serve. We have no doubt that together we will continue to change and grow for the benefit of our communities and the people we serve.

1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 2679, 2680, 26

individual music lessons taught by
our Music and Arts School teachers

extra clients served in our shelter due to cold weather alerts

number of small
online businesses
we helped kick off

private
swimming
lessons
taught

workshops
conducted to
help orient
immigrants
to Canada

clients who
we helped to
successfully
secure housing

summer
camp spots
filled in the
summer of
2014

people
attended
the
Grange
Festival

overnight clients we served in our
Out of the Cold shelter

children who
attended the
Community
Halloween
Party

seniors who attended our
workshops, events and classes

individuals who attended our free
Family Recreation Swim pool times

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2013 – 2014

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Our highly effective Board of Directors looks at the big picture. They are always focused on our mission and work hard to ensure that we are meeting our long-range goals while helping people in the communities we serve. Their keen sense of priorities encourages University Settlement to plan and strategize for the future. University Settlement’s Nominating and Governance Committee elects members who either live or work in the neighborhoods in which we provide services and are highly skilled in areas such as law, finance, human resources and technology.

At our Annual General Meeting in June of 2014 we welcomed Maureen Gans to our Board of Directors. One of our long time Members and Past President, Paddi-Anne Crossin, stepped down during the year. Paddi-Anne made a tremendous impact on University Settlement in her role as Member and President. University Settlement would like to thank her for bringing her passion, intellect, insight, experience and resources to us.





DAY CARE

EMPLOYMENT & TRAINING

provides skill training and employment assistance to those in need and offers courses such as Self Employment Development, Electrical Trades and Air Conditioning/HVAC and the Call Centre Representative Certificate program. The centre is supported by our wonderful staff and a group of placement students and volunteers. Computer access is provided to job seekers in one of our computer rooms along with other job search resources and tools.

the 23 Grange Road location while the Child Minding Centre and LINC classrooms are located at our 334/336 Dundas Street location.

RECREATION

SETTLEMENT & SOCIAL SERVICES

diverse staff, the Settlement and Social Services Department is able to provide information and referral services to a diverse group of newcomers and community members. It provides settlement services for newcomers to Canada, along with programs and services for citizens, seniors and the community-at-large. Seniors are provided with one-on-one support services such as information and referral, form-filling, tax clinics, interpretation, and translation. Programs and activities for the community-at-large are also available and promote community input, engagement, networking, education, and awareness. Settlement and Social Services are available at three locations, including 23 Grange Road, 720 Spadina Avenue, and 6075 Yonge Street. Staff members are able to provide services in Cantonese, English, Farsi, Mandarin, Korean and Spanish.



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INVESTING IN OUR COMMUNITY SCHOLARSHIP AWARDS

2014 WINNERS

STEPHANIE TAHIR

STANLEY HSIN-TZU HUANG

University Settlement provides an annual scholarship award to qualifying volunteers. The Investing In Our Community Scholarship Award aims to recognize those volunteers who have dedicated their time and efforts in helping us carry out our work. To qualify, volunteers must live in the Greater Toronto Area and plan to attend an educational institution or training program in the fall of each year. In 2014 we awarded two Scholarships. Congratulations to Stephanie Tahir and Stanley Hsin-Tzu Huang. Their commitment to improving the lives of the people in the communities we serve through their volunteerism have earned them our gratitude and some funds towards their tuition.





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The Pottruff Family Foundation
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Toronto Star Fresh Air Fund

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Federal Government
Citizenship and Immigration Canada
Human Resources and
Skills Development Canada
Industry Canada
Public Health Agency of Canada

Provincial Government
Ministry of Citizenship and Immigration
Ministry of Community and Social Services
Ministry of Community Safety
and Correctional Services
Ministry of Culture - Ontario Arts Council
Ministry of Health and Long Term Care

Municipal Government
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Toronto Employment and Social Services

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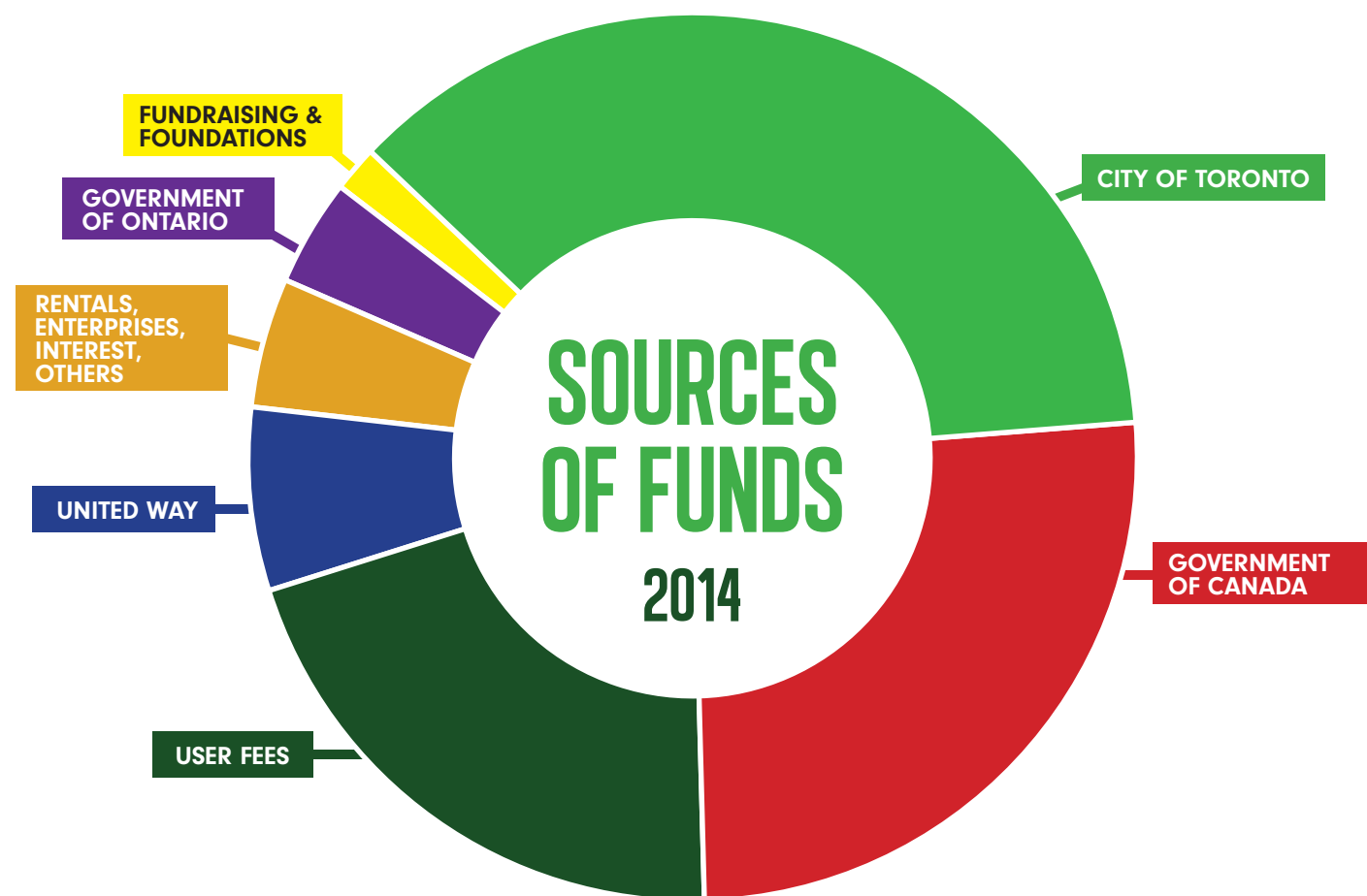
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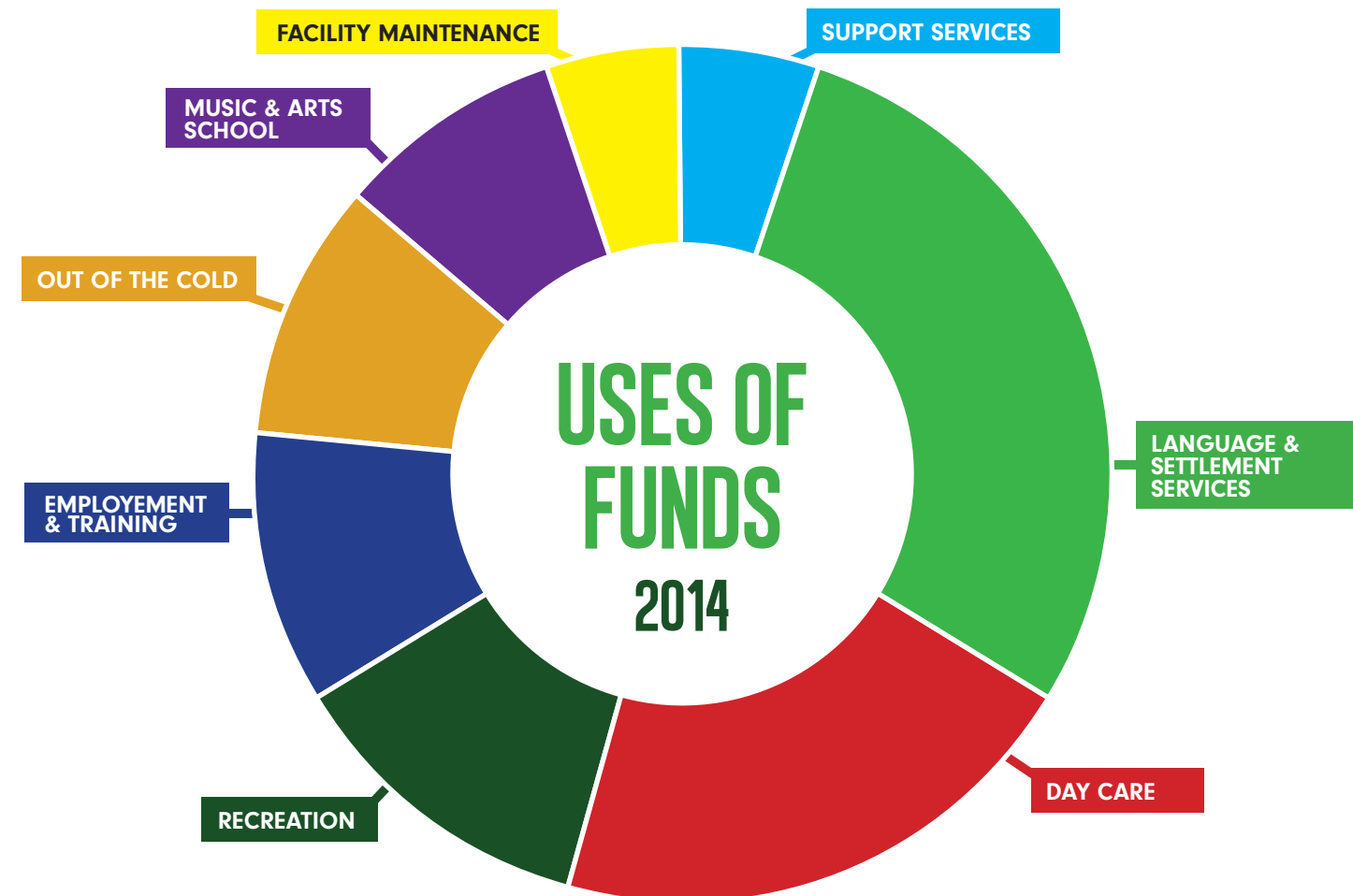
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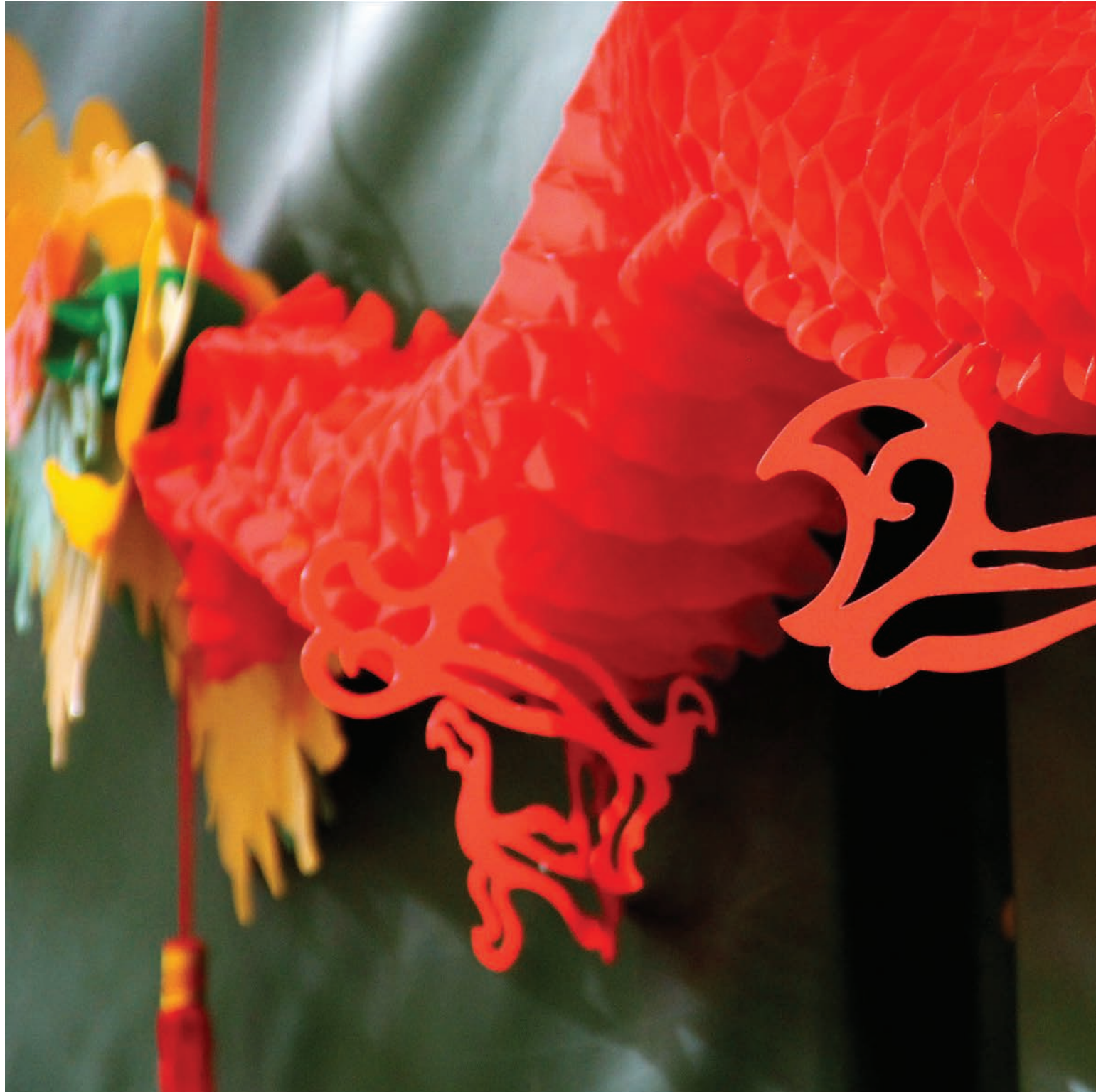
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City of Toronto	\$1,952,166
Government of Canada	\$1,381,611
User Fees	\$1,082,932
United Way	\$354,800
Rentals, Enterprises, Interest, Other	\$250,759
Government of Ontario	\$207,595
Fundraising & Foundations	\$82,938



Language and Settlement Services	\$1,572,069
Day Care	\$1,126,683
Recreation	\$649,730
Employment & Training	\$562,746
Out of the Cold	\$534,554
Music and Arts School	\$462,251
Facility Maintenance	\$283,910
Support Services	\$275,605



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